

# Success Story

### Process Documentation for Land Reforms Project

#### Storyline...

The Ministry of Urban Development, Government of India in collaboration with an NGO, initiated a land reforms project with the concept of title guarantee built in. A Working Committee was constituted with the mandate of drafting the Act, Rules and prescribing the guidelines to the States for implementation.

MaGC® (formerly NCRCL®) was engaged by the NGO for preparing the process documentation for this initiative. MaGC also helped in drawing out the technology framework for implementation.

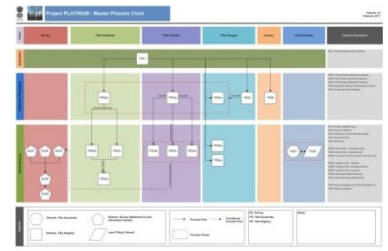
#### Once upon a time...

Land reform was one of the major thrust areas for the Indian Government. There was a need to create a legislative and administrative framework for implementation of a guaranteed title system. While other members of the Working Committee were tasked with drafting the Act, Rules and guidelines, MaGC was required to prepare the process flowcharts, document templates and help in conceptualizing the technology framework for the initiative nicknamed as Project PLATINUM.

#### Moving on...

The primary task for the project team was to identify the key issues in urban land sector and identify the process gaps that needed to be addressed. The understanding came from analysis of research work already available with the client. This was followed by a detailed analysis of the Model Act and Rules drafted by the other committee members to identify process implications. The analysis also led to identification of the document templates that had to be drafted such as registers, title certificates, and application forms and so on.

The analysis phase was followed by the documentation phase in which the project team prepared cross functional flow charts depicting the flow of activities that led to grant, transfer and modification of guaranteed titles. MaGC applied its time tested process mapping tool LAMP™ - Layered Approach for Mapping Processes. Document templates were also designed.



The process itself was iterative and was also instrumental in bringing about certain improvements to the Model Act and Rules in some cases. The draft processes and templates were presented to the Working Committee and modified based on feedback received.

Having finalized the processes and documents, the team then had to coordinate with the technology expert in preparing an overall framework for the solution architecture.

#### Finally...

The process maps along with the document templates made the Working Committee report a readily implementable toolkit for the States. The fact that the finalization of the legislation and the processes happened simultaneously ensured coherence between the two. The past experience of MaGC in e-Governance projects ensured that our value-adds were not restricted to process alone but covered policy and technology aspects as well. The Working Committee report was accepted by the Ministry and implementation was immediately taken up.